

# SAN Solutions Service and Support Infrastructure

## Enhancing Solution Sets through Integrated Support

### Key Benefits

- Increased productivity, reduced total cost of ownership, and avoidance or delay with new system purchases
- Responsiveness in resolving root-cause of problem
- Flexibility of support infrastructure assures interoperability as system changes

SAN Solutions' Support Plans enable customers to increase productivity, reduce total cost of ownership, and avoid or delay new system purchases. Architectures implemented by SAN Solutions support upgrades in both capacity and performance, therefore avoiding unnecessary forklift replacement.

What separates a truly valuable solution from the rest is what happens when it breaks. All products look good when they work. Responsiveness and resolving issues to root-cause are indicators of a quality support team. The SAN Solutions support infrastructure is designed from the ground up to meet this challenge. Our effective system monitoring, trace collection, and accurate fact analysis eliminates finger pointing between manufacturers and hastens resolution.

SAN Solutions' support infrastructure ensures that, as applications and open operating systems advance, and new customer performance and capacity requirements arise, the system is supported in a way that effectively extends its useful life. This extension is achieved by meeting growing performance and scaling demands while remaining interoperable with system changes.

Bottom line: SAN Solutions support offerings increase customer return on investment in their infrastructure.

### Comprehensive standard support package includes

**Automatic Call Home Break-fix** - All major storage and networking subsystems call home to a worldwide Network Operations Center (NOC). Local stocking depots supply parts to customers site's worldwide which are then installed and configured by local SAN Solutions customer engineers. Optional internet access through virtual private network configurations enhances this level of support and accelerates time to problem resolution.

**Tiered Support Infrastructure** - SAN Solutions has created a tiered support structure designed to address customer's issues rapidly and resolve engineering problems to root-cause. All support levels are managed by SAN Solutions under one umbrella support system covering all the manufactures that make up a solution set. SAN Solutions provides customers with a simple, one-call, tiered approach to system service and support for its entire solution set.

**Level 1**  
problem identification and break-fix resolution

**Level 2**  
system level debug and root cause analysis

**Level 3**  
system/component patches and bug fix

**Advanced Case Management** - SAN Solutions exclusive case management system effectively documents, tracks, and communicates the resolution steps and status of SAN Solutions support cases. Key contact information is readily available via telephone or web access 7 days a week, 24-hrs per day. Debug information and technical traces are easily sharable between SAN Solutions support engineers and our partners to facilitate rapid resolution of even the most difficult issues. Searchable knowledge base documents are created and are available to customers as common issues are discovered and resolved. Cases can be initiated via the web portal, phone, or email.

**Personalized Customer Portal** - customers are assigned secure web-based customer portals to manage cases and provide site documentation. The Customer Portal also features an engineering contact list, and easy access to SAN Solutions Knowledge base. This generalized knowledge base draws on resolutions from SAN Solutions entire installation base. Customers benefit greatly from our commonly deployed solution sets.



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- Three levels of continued support plans available
- Product vendors incorporated in the SAN Solutions' implementation

Each plan supplements the break-fix and software update support offerings by the underlying product vendors incorporated in the SAN Solutions' implementation.

## Basic

The Basic Support Plan includes basic support to assist a customer's internal engineering team to keep up to date various system software and firmware throughout the system. These service help minimize downtime or other inconveniences caused by system level issues. On-site engineering support, telephone help-desk, email support, and optional VPN based remote diagnostics are all part of the Basic Plan.

## Gold

The Gold Support Plan uplifts the Basic Plan with additional services. Periodic health checks, continued system level training, pre-qualification of new application software, and continued system level performance tuning are some of the Gold Support Plan's enhancements over the Basic Plan.

## Platinum

The Platinum Support Plan takes continued support one step further. Beyond the Gold Support Plan services, it includes a dedicated SAN Solutions' project manager, access to SAN Solutions proof-of-concept and pilot run services, site expansion planning and budgeting, and access to SAN Solutions customer portal.

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